**Minutes of a Meeting of the Ruskington Patient Participation Group held at Ruskington Medical Centre on Tuesday 18 September 2018 at 2.00.pm.**

**1. Present Surgery Staff**

Julie Walsh

**Patient Representatives**

Jean Fletcher, Rosemary King, Anne Cunningham, Brenda Constable, Heather and Bill tuck.

**Apologies**

Carol Gill

**2. Minutes**

The minutes of the last meeting were discussed and agreed.

1.Ruskington Surgery’s Family Fun day on Saturday 30 June raised £650 and the proceeds were given to S.S.A.F.A.

2.More patients are obtaining everyday medicines e.g. Paracetamol, Hay fever medication, pain relief, heartburn, head lice, nasal congestion etc from the Pharmacist or supermarket instead of a prescription from the surgery. This has greatly helped the reduction of £17 million currently being spent in Lincolnshire on these. Patients with long term conditions are still able to receive these products from the Surgery Requests for prescriptions can be ordered on line or directly from the Medical practice. They can no longer be ordered directly from the Chemist.

3.**General Data Protection Regulation** GPDR is a new law that determines how your personal data is processed and kept safe and the legal rights you have in relation to your own data. The regulation applies from 25 May 2018 and will still apply when the UK leaves the EU. One third of all prescriptions ordered are dispensed from the Surgery. A personal password is needed for patients that are authorised to collect their prescriptions from the Surgery. Further details and pamphlets are available from the Surgery are available from the Surgery.

4. **Practice News**

1. Ancaster, Caythorpe and Ruskington have joined together and are sharing funding in a scheme called ARC Neighbourhood. Andy Cullum and Andy Robinson are the Care Co-ordinators. They are both employed full time to work across a larger area visiting vulnerable patients and caring for their needs to enable them to live in their own homes and prevent going into hospital. They also visit patients in Care homes. Ellie Tuplin has returned from Maternity leave and is currently working 4 days a week as a Paramedic at the Surgery. 2. Lindsey has left the practice to train as a nurse. Yvonne has moved departments to become a medical secretary. 3 new Navigators have been appointed for posts in Reception/Admin.

2. A new enhanced phone system is to be introduced. The practice will be able to monitor the time of patient phone calls, how long patients have to wait to be answered and also how quickly they terminate a call.

3. Boundary areas for patients for Ruskington patients no longer include Metheringham and Heckington. However, Anwick, Scopwick, Digby, Dorrington, Kirby Green, Ruskington, Sleaford, Grey Leas and Cranwell are within the area for Ruskinton Medical Practice. Home visits are made mostly by the Paramedics.

4. Flu Jabs. There are three different types of jab offered this year. Fluad for patients over 65 and Quad for patients under 65. Nasal vaccine are for patients under 18.

There is one supplier for the whole of the NHS for the over 65’s vaccine and the Surgery has to buy the drugs.

6 Flu Drop in clinics have been arranged. 410 patients were seen on 14 September and 230 on 17 September. The next clinic is on 5 October.

5. Patient Satisfaction Survey was randomly sent out to 230 patients and 113 filled in surveys were received back. Percentage results were analysed and discussed.

5. \*News\* 7 days a week medical coverage. Appointments for non urgent problems can now be booked 7 days a week. Ruskington, Billinghay, Billingborough, Sleaford Medical, Sleaford Mill View, Ancaster and Caythorpe have joined together to provide non urgent care. Surgery times will be Saturday and Sunday 9.00 -12.00 am and 6.30 – 8.00 in the evenings. The surgeries will be held at Sleaford Medical practice. Appointments will be for 15 minutes each and surgery staffed by a G. P. or Nurse Practitioner. To access this service patients contact Ruskington surgery for an appointment. 7 medical practices can use this service and each has its quota of appointments depending on the number of registered patients. Funding for this service is provided by NHS England. K2 Healthware Federation is used to set up and monitor the data base.

6. A.O.B.

1. Jean Fletcher requested for flu jabs to be given to patients at the Evergreen club. This was approved.

2. Brenda Constable asked for the telephone drug review to be more precise and include all medication. She also asked what more could the PPG do to help the surgery. Julie Walsh suggested that in the New Year members of the PPG could talk to patients in the waiting area as this provided good feed back to the practice.

Meetings of Ruskington PPG 2018

Tuesday 11 Decemberat 1.00 pm

Anne Cunningham 21 September 2018